

With Astreya, businesses realize the full potential of their data center and network infrastructure, people, and processes. We offer a comprehensive portfolio of data center and network services, including data center design, implementation, and management; network assessment, design, and implementation; and 24/7 monitoring, and operations support.

# DATA CENTER



“

Astreya has done a great job so far, be it sourcing the right candidates for the job or managing the ongoing performance of the candidates. They actively solicit feedback and act on it in a timely manner. Great job overall!”

**Senior Client Stakeholder**  
Leading Online Storage Platform

## We architect, protect and deliver the data that is the core enabler of your digital transformation.

Astreya is a leading provider of IT Solutions and Managed Services that help businesses navigate the complex and constantly evolving landscape of network, security, data, application, and multi-cloud challenges.

With a team of highly skilled experts, Astreya delivers customized data center solutions that are designed to meet the unique needs of each organization. Whether you need to optimize your existing infrastructure or build a new multi-cloud environment, Astreya has the expertise and resources to help you succeed.



### Global Workforce on Demand

- 2500+ engineers & field technicians 40+ countries
- Workforce split - 45% in the USA, 12% in India, 10% in Ireland, 10% Philippines, 23% Rest of the World
- Excellent track record of Rebadging and Retention of Rebadged employees



### Rapidly Scalable Global Onsite Service

- 500+ sites & servers are managed across 20+ countries
- Local technicians with the right skillset
- Managed at a global level
- Average tenure of 6+ years with five Fortune 10 companies
- Proven track record of large-scale transition of Data center & field services with minimal business



### CSAT focused Global Remote Operations

- 24x7x365 Global Dedicated Remote Service Desk
- Regional follow-the-sun model with global support load balancing
- Resolve >95% of inbound Quick Close support (Incidents & Requests)



## Engineering Services

**Systems Discovery** • Our in-depth discovery process offers a comprehensive view of your technical needs – connecting with you and your personnel virtually or onsite, we strive to uncover the intricate details that define success for each project.

**Systems Planning** • Our Engineers are dedicated to mapping out the best way forward. Proactive analysis of data leads them to formulate multiple plans that we'll review with you – ensuring our proposed strategy always meets your expectations and budget parameters.

**Systems Design** • With a plan secured, engineering moves swiftly to finalize the design, generate Bill of Materials (BOMs), draw designs and compile Methods Of Procedure (MOPs) & Statements of Work.



## Implementation Services

**Procurement logistics & asset management** • We partner with your procurement team to guarantee smooth equipment delivery, unpackaging, and check-in inventory. Ensuring you get the most out of every purchase.

**Installation services** • Our team will expertly install, cable, and label the gear according to design specs in adherence with contract requirements.

**Test & Turn up** • Quality assurance is paramount during any network infrastructure setup: cables are rigorously tested, uplinks carefully verified and checked for durability; all gear responsibly deployed to the highest standards with complete adherence to provided procedures. We also make sure operating systems installation and configurations adhere strictly to best practices.



## Operations Services

**Upgrades, Updates, & MACD support** • We perform updates, upgrades, and MACDs (Moves, Adds, Changes, and Disconnects) as part of our installation process or as part of our lifecycle management. These updates can be scheduled or unscheduled.

**Operational Maintenance & Routines** • To ensure optimal performance, we provide regular maintenance and scheduled routines (PMs) for your equipment based on your schedule and needs. Proper care and attention are essential to keep your equipment running smoothly.

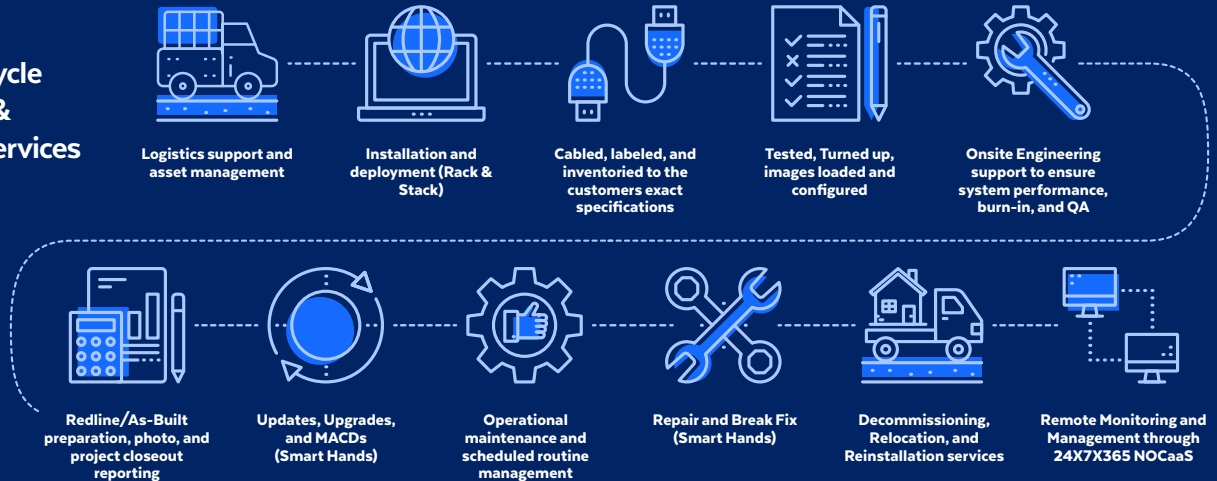
**Repair & Break Fix (Smart Hands)** • Based on your service level agreement we will quickly deploy to act as your hands and eyes in the field. Our wide range of capabilities includes recycling power, troubleshooting failed optics, and analyzing syslog data to efficiently restore operations.

**Decommissioning, Relocation, & Reinstallations** • We work with your procurement team to ensure equipment receipt, perform unboxing, prep, and inventory management.

**Remote Monitoring & Management – NOCaaS** • Our NOCaaS team can provide the technology diverse Engineering resources and remote management to ensure your environment is stable and protected 24X7X365

## Our End-to-End Optimized Lifecycle for Data Center & Network Field Services

Through optimized life-cycle management, we strive to enhance system reliability and reduce maintenance costs - resulting in extended equipment lifespan, lower expenses, and enhanced efficiency.



## Your Challenge

### FLUCTUATING DEMAND

**Cost structure often wildly fluctuates** based on unplanned, mandatory operational demands where unexpected overtime can kill your operating budget.

### HIGH OPERATING COSTS

**Running and managing a regional or global footprint of field techs is extremely costly.** Costs include, 100% utilized or not, SG&A (headcount, benefits, etc.) and OpEx (vehicles, insurance, gas, licensing, etc.)

### GROWING PAINS

**Expanding operations requires a network of managers and software platforms** to ensure their productivity, activity, and scheduling, which is often a distraction from the organization's core business.

### HIGH TRAVEL COSTS & PRODUCTIVITY LOSS

**The cost to dispatch technical expertise to remote locations is high** not only where travel costs are concerned but in productivity losses while out of the office.

### OUTSOURCING GONE WRONG

**Historically, outsourcing led to subpar support, craftsmanship, and responsiveness.** Non-homogeneous, regionalized infrastructure or mismanaged workload priorities and projects caused providers to oversubscribe assets to numerous customers.

## The Astreya Solution

### FLEXIBLE AND PROACTIVE SUPPORT

**Utilizing Astreya's proficient technicians, we help clients minimize downtime and costs, fulfill demand, improve technology uptime, streamline processes, reduce support expenses, and liberate budget for crucial business goals.**

### INCREASED EFFICIENCY

**Astreya's managed service and global professionals will decrease downtime, eliminate underutilization costs, and enhance data center and network operations.** We align pricing to your needs with custom monthly pre-purchased "block" hour plan.

### RAPIDLY SCALABLE GLOBAL ON-SITE SERVICE

**Astreya consolidates and streamlines design, infrastructure, and deployment for data center and network operations, maintaining reliability and efficiency.** This reduces planning and scaling costs, boosts employee productivity, and drives increased business value.

### GLOBAL WORKFORCE ON-DEMAND

**Astreya deploys right-skilled local technicians that provide regional expertise for a globally managed team.** Astreya's follow-the-sun model streamlines communication and reduces labor/travel costs.

### RELIABLE HIGH QUALITY SUPPORT

**Astreya provides top-notch technical services to global customers, maintaining quality in data center and network markets.** Uniform deployment, operations, and facility appearance are achieved with right-sized resources from Singapore DCs to Silicon Valley POPs.

## A few of the major technologies supported

Astreya is pioneering the future of data delivery, leading with secure and dependable technologies to facilitate globally accessible solutions.



## A few of our valued clients

We are honored to support some of the world's most recognizable and innovative organizations.\*



\*Fortune 10 company names available upon request.

## About Astreya

**Astreya, a leader in managed services for two decades, offers innovative and reliable IT solutions to the world's most recognizable companies.** Our expert team of engineers craft tailored service plans that drive operational efficiency while transforming technology into an engine for growth and innovation within your organization - because excellence is always our promise.

We're looking forward to hearing from you. To further understand how Astreya's Data Center and Networking solutions can work for your organization, contact us today by calling 1-800-224-1117 or email us at [sales@astreya.com](mailto:sales@astreya.com).